



Avaya Solution & Interoperability Test Lab

Application Notes for configuring Avaya Aura® Communication Manager R6.0.1 and Avaya Aura® Application Enablement Services R6.1.1 to interoperate with Presence Technology Presence Recording R9 - Issue 1.0

Abstract

These Application Notes describe the configuration steps for Presence Technology Presence Recording to successfully interoperate with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services. Presence Technology Presence Recording is part of the Presence Technology Presence Suite, a multi-channel contact management suite which handles voice, text chat, email and web contact mechanisms. Presence Technology Presence Recording integrates with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services using single step conferencing implemented via DMCC over TSAPI.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the compliance tested configuration using Presence Technology Presence Recording and Avaya Aura® Communication Manager with Avaya Aura® Application Enablement Services (AES). Presence Technology Presence Recording is a component of Presence Technology Presence Suite, a multi-channel contact management suite able to handle voice, e-mail and web chat contact mechanisms. Presence Technology Presence Recording uses Avaya Aura® Communication Manager's Single Step Conferencing (SSC) feature via the Device, Media, and Call Control (DMCC) service provided by the Avaya Aura® Application Enablement Services (AES) to capture the audio and call details for recording agent calls. Presence Technology Presence Recording uses the Avaya Aura® Application Enablement Services DMCC service to register a pool of virtual IP softphones that are used as "recorders". Target agents, whose calls are to be recorded, are configured in the Presence Technology Presence Recording administration tool. When a target agent places or receives a call, SSC is used to conference in a "recorder" to capture the audio stream and call details.

2. General Test Approach and Test Results

The interoperability compliance testing evaluated the ability of Presence Recording to carry out call recording in a variety of scenarios using DMCC with AES and Communication Manager.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

The interoperability compliance test included both feature functionality and serviceability testing. The feature functionality testing focused on placing and recording calls in different call scenarios with good quality audio recordings and accurate call records. The tests included:

- Call Hold
- Drop
- Blind Transfer
- Consultative Transfer
- Blind 3-way Conference
- Supervised Conference
- Bridged Appearances
- Intra switch call
- Inbound trunk call
- Outbound trunk call
- Malicious Call
- Multiple simultaneous calls
- No Answer, Engaged, Unobtainable

- Fax, Answering Machine
- Manual call clear

The serviceability testing focused on verifying the ability of Presence Recording to recover from disconnection and reconnection to the Avaya solution.

2.2. Test Results

All functionality and serviceability test cases were completed successfully

2.3. Support

Technical support can be obtained for Presence Technology Presence Suite as follows:

- Email: support@presenceco.com
- Website: www.presenceco.com
- Phone: +34 93 10 10 300

3. Reference Configuration

Figure 1 shows the network topology during interoperability testing. Avaya S8800 Server running Communication Manager with an Avaya G650 Media Gateway was used as the hosting PBX. Presence Suite with the Presence Recording component and Presence Agent PC's are connected to the LAN and recording is performed using the Single Step Conference feature of Communication Manager using DMCC provided by Application Enablement Services.

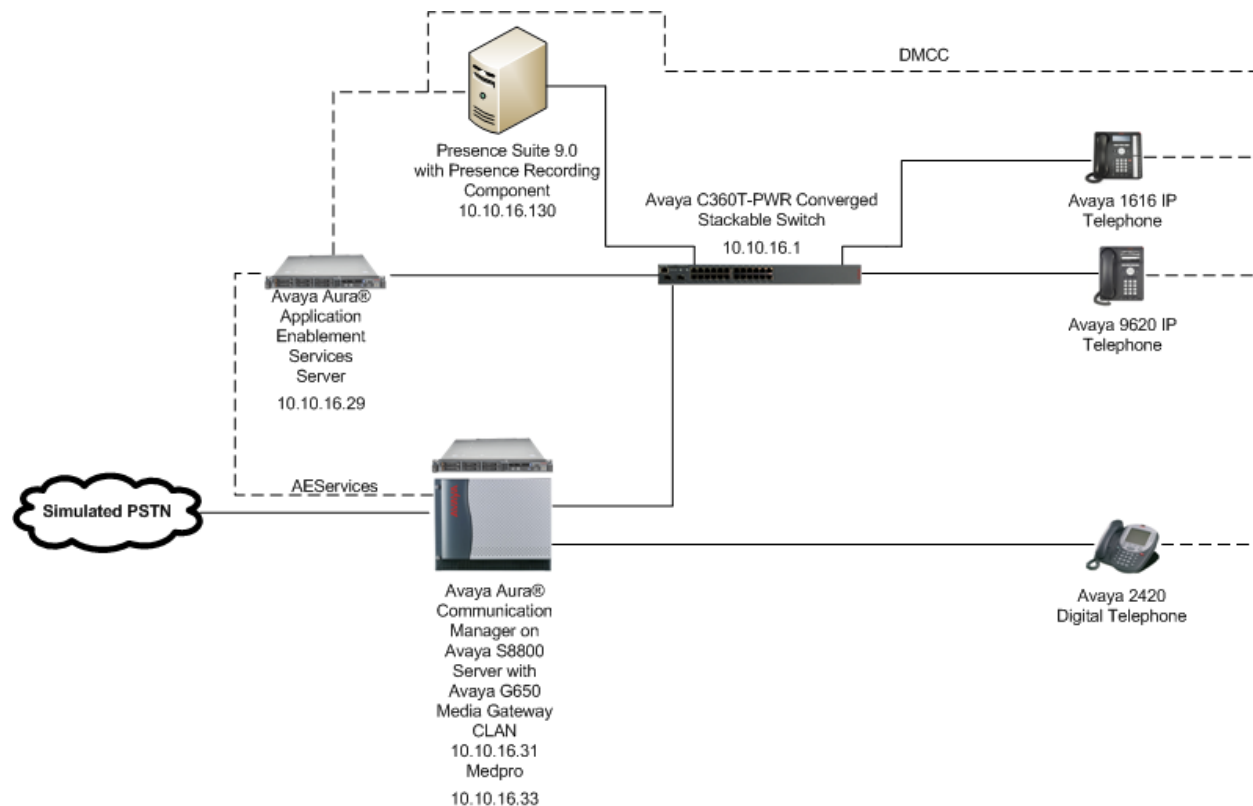


Figure 1: Avaya Aura® Communication Manager with Aura® Application Enablement Services, and Presence Technology Presence Suite Server with Presence Recording component configuration

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment	Software
Avaya S8800 Server	Avaya Aura® Communication Manager R6.0.1 Service Pack 04
Avaya G650 Media Gateway CLAN -TN799DP MEDPRO- TN2302AP	HW 01 FW 040 HW20 FW 121
Avaya S8800 Server	Avaya Aura® Application Enablement Services R6.1.1
Avaya 96xx Telephone (H.323)	3.102S
Avaya 16xx Telephone (H323)	1.301S
Avaya 2420 Digital Telephone	HWT=51H HWV=1 FW=4
Server	VMWare ESXi 4.1.0 Microsoft Windows XP SP3 Presence Suite Server 9.0.0.2 Presence Suite Agent 9.0.0.6 Presence Suite Recording 9.0.0.4

5. Configure Avaya Aura® Communication Manager

The information provided in this section describes the configuration of Communication Manager relevant to this solution. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 9**.

The configuration illustrated in this section was performed using Communication Manager System Administration Terminal (SAT). The configuration described in this section can be summarized as follows:

- Configure Recorder/Playback Pool Stations

5.1. Configure Recorder/Playback Pool Stations

Presence Recording uses the Single Step Conferencing method to conference “recorders” with the agent calls in order to capture the call audio. Use the command **add station** to configure a station for each of the recording pool stations. On **Page 1** enter a descriptive **Name** and **Security Code**, set the **Port** to **IP**, set the **Type** to **4624** and set **IP SoftPhone** to **y**. Repeat according to the maximum number of call to be recorded simultaneously. These extensions can also be configured on Presence Recording for the playback of recordings. Configure sufficient stations to accommodate for the maximum number of simultaneous recording playback channels required.

change station 1591		Page 1 of 6
STATION		
Extension: 1591	Lock Messages? n	BCC: 0
Type: 4624	Security Code: 1234	TN: 1
Port: IP	Coverage Path 1:	COR: 1
Name: Presenceco Recorder 1	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
Loss Group: 19	Time of Day Lock Table:	
	Personalized Ringing Pattern: 1	
	Message Lamp Ext: 1591	
Speakerphone: 2-way	Mute Button Enabled? y	
Display Language: english		
Survivable GK Node Name:		
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	IP SoftPhone? y	
	IP Video Softphone? n	
	Short/Prefixed Registration Allowed: default	

6. Configure Presence Suite Presence Recording

The Presence Recording component of Presence Suite must be configured in order to connect with AES. The application notes assume that the Presence Server has already been properly configured and the AES user was set up. The AES credentials used for the Presence Server configuration can be reused here. Refer to **Section 9** for documentation on the configuration of Presence Suite.

6.1. Configure Telephony, Storage and CTI Parameters

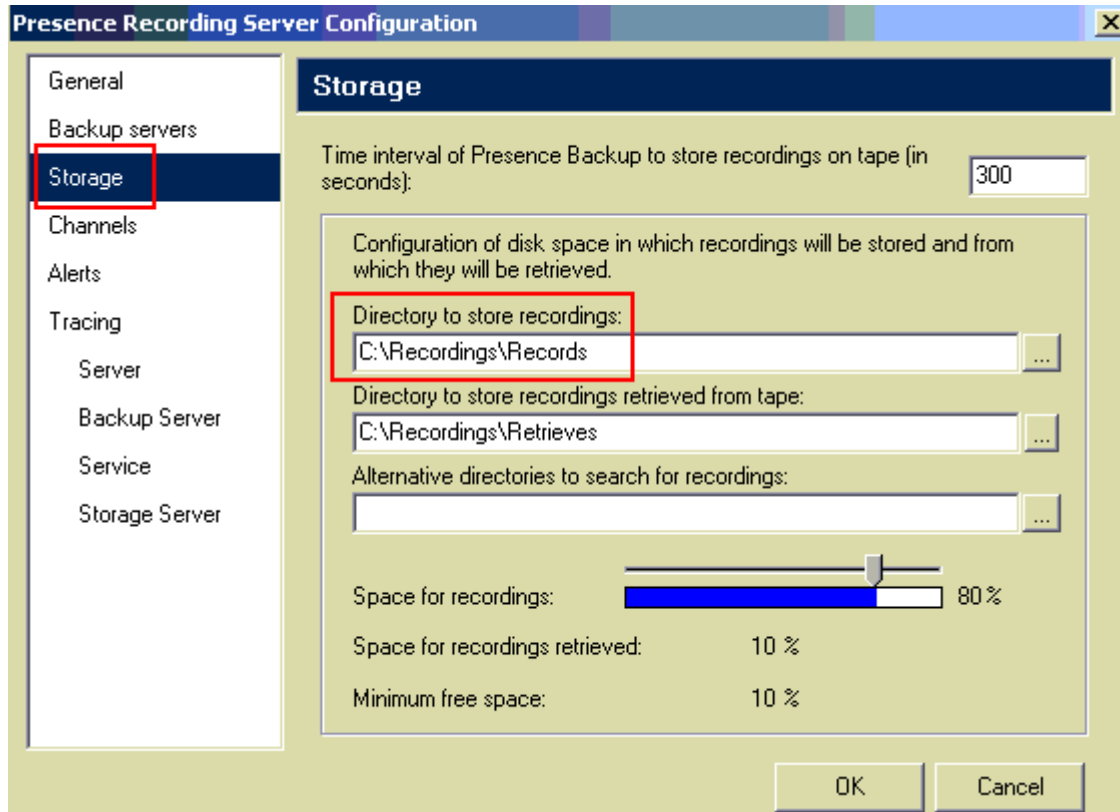
From the Presence server, navigate to **c:\Presence** and double click on **precservercfg.exe**, the screen below will appear. In the **Ports** section, configure a **Recording Server** port, enter the **IP address** of the Presence Server and the port used for connection. Tick the **Integrated with Presence Server** box, and select **DMCC extensions** from the **Channel type** drop-down box.

The screenshot shows the 'Presence Recording Server Configuration' dialog box with the 'General' tab selected. The left sidebar lists various configuration categories: General, Backup servers, Storage, Channels, Alerts, Tracing, Server, Backup Server, Service, and Storage Server. The main area contains the following settings:

- General**
 - ☐ Configure Recording Server as slave
- Ports**
 - Recording Server: 6111
 - Backup Recording Server: 6120
- Presence Server**
 - ☒ Integrated with Presence Server
 - IP address: 10.10.16.130
 - Port: 6100
- Channel type:** DMCC extensions
- Maximum recording duration (in seconds). '0' for unlimited duration: 0
- ☐ Encrypt recording files

At the bottom right are 'OK' and 'Cancel' buttons.

Click on **Storage** in the left-hand pane and enter an appropriate directory in the **Director to store recording** field.



Click on **Channels** in the left-hand pane. In the **DMCC Server** section enter the IP address of the AES server and the AES user configured for the Presence Suite installation, enter the port configured for connectivity to AES (the default is **4721**). In the **DMCC channel configuration** section, click **Add**.

The screenshot shows the 'Presence Recording Server Configuration' dialog box with the 'Channels' tab selected. The left-hand pane lists various configuration sections: General, Backup servers, Storage, Channels (highlighted), Alerts, and Tracing. Under 'Tracing', there are sub-sections: Server, Backup Server, Service, and Storage Server.

The main area is titled 'Channels' and contains two main sections:

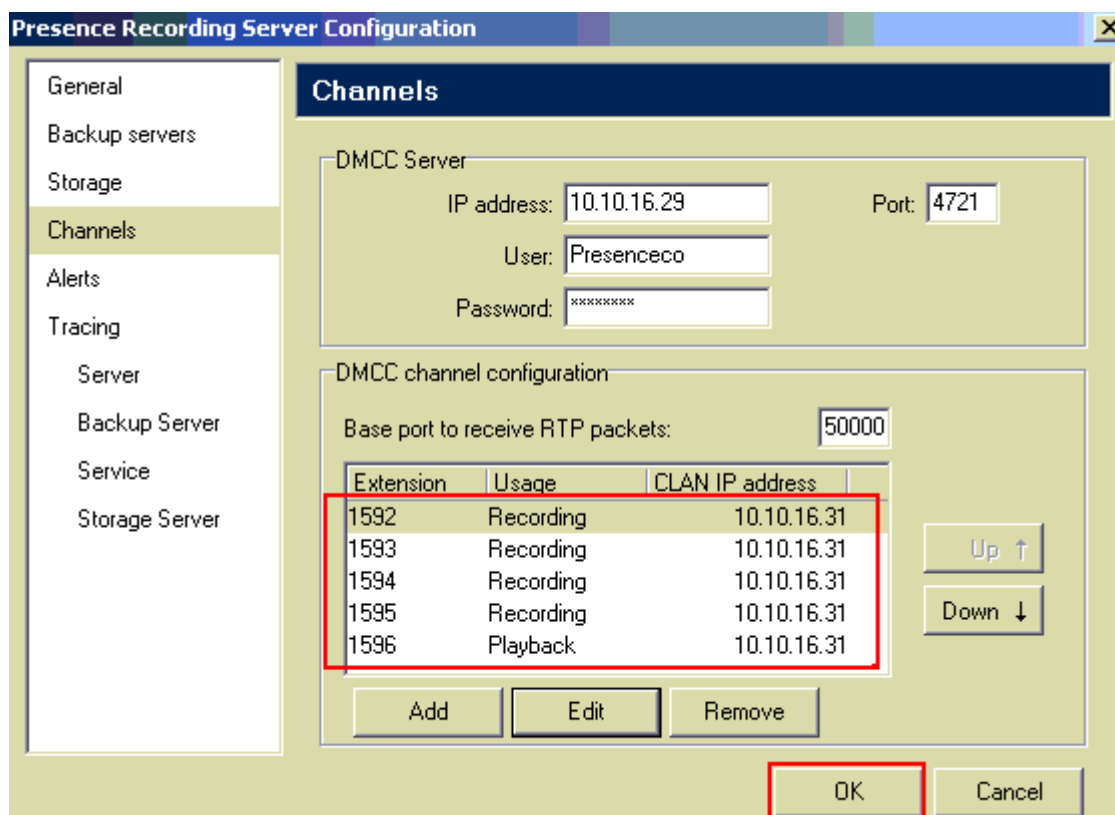
- DMCC Server**: This section is enclosed in a red box. It contains four input fields: 'IP address' (10.10.16.29), 'User' (Presenceco), 'Password' (masked with asterisks), and 'Port' (4721). The 'Port' field is also enclosed in a red box.
- DMCC channel configuration**: This section contains a text input field for 'Base port to receive RTP packets' (50000) and a table with three columns: 'Extension', 'Usage', and 'CLAN IP address'. Below the table are 'Up' and 'Down' buttons. At the bottom of this section are 'Add', 'Edit', and 'Remove' buttons. The 'Add' button is enclosed in a red box.

At the bottom of the dialog box are 'OK' and 'Cancel' buttons.

Enter a valid recording channel **Extension** and **Password** as configured in **Section 5.1**. Enter the **CLAN IP address** and select **Recording** from the **Usage** drop-down box. Click **OK** when done. Repeat as necessary. For playback channels, select **Playback** from the **Usage** drop-down box.

The screenshot displays the 'Presence Recording Server Configuration' window. On the left is a sidebar with navigation links: General, Backup servers, Storage, Channels (highlighted), Alerts, and Tracing. Under 'Tracing', there are sub-links for Server, Backup Server, Service, and Storage Server. The main area is titled 'Channels' and contains a 'DMCC Server' section with fields for IP address (10.10.16.29), Port (4721), User (Presenceco), and Password (masked with 'xxxxxxx'). A 'Channel' sub-dialog is open in the foreground, containing 'Channel information' fields: Extension (+1 1591), Password (masked with 'xxxx'), Usage (Recording), and CLAN IP address (10.10.16.31). The 'OK' button in this sub-dialog is highlighted with a red box. To the right of the sub-dialog are 'Up ↑' and 'Down ↓' buttons. At the bottom of the main window are 'OK' and 'Cancel' buttons.

The screen shown below will appear, displaying all recording and playback channels, click **OK** when done.



The image shows a screenshot of the 'Presence Recording Server Configuration' window, specifically the 'Channels' tab. The window has a sidebar on the left with a tree view containing 'General', 'Backup servers', 'Storage', 'Channels' (selected), 'Alerts', and 'Tracing'. Under 'Tracing', there are sub-items: 'Server', 'Backup Server', 'Service', and 'Storage Server'. The main area is titled 'Channels' and contains two sections: 'DMCC Server' and 'DMCC channel configuration'. The 'DMCC Server' section has fields for 'IP address' (10.10.16.29), 'Port' (4721), 'User' (Presenceco), and 'Password' (masked with asterisks). The 'DMCC channel configuration' section has a 'Base port to receive RTP packets' field set to 50000. Below this is a table with three columns: 'Extension', 'Usage', and 'CLAN IP address'. The table contains five rows, with the first four rows highlighted by a red box. To the right of the table are 'Up ↑' and 'Down ↓' buttons. Below the table are 'Add', 'Edit', and 'Remove' buttons. At the bottom right of the window are 'OK' and 'Cancel' buttons, with the 'OK' button highlighted by a red box.

Presence Recording Server Configuration

Channels

DMCC Server

IP address: 10.10.16.29 Port: 4721

User: Presenceco

Password: *****

DMCC channel configuration

Base port to receive RTP packets: 50000

Extension	Usage	CLAN IP address
1592	Recording	10.10.16.31
1593	Recording	10.10.16.31
1594	Recording	10.10.16.31
1595	Recording	10.10.16.31
1596	Playback	10.10.16.31

Up ↑

Down ↓

Add Edit Remove

OK Cancel

6.2. Configure Recording Plan

Recording plans must be configured according to the call recordings required. Using the Presence Supervisor application, click on **Recordings → Plans → New**. In the displayed **Plan Inbound service recording plan** window, assign an identifying **Name** and set the **Percentage to record** as required, in this case **100%**. Configure the **Start** and **End** parameters as appropriate.

The screenshot shows the 'Plan Inbound service recording plan' dialog box with the 'General' tab selected. The left-hand pane shows 'General', 'Services', and 'Groups'. The 'General' tab is active, showing the following fields:

- Name:** Inbound service recording plan
- Resource profile:** General (dropdown menu)
- Percentage to record:** 100 %
- Start:** ☐ Immediately ☒ Date (30/11/2011 15:11:35)
- End:** ☒ Indeterminate ☐ Date

Buttons at the bottom: OK, Cancel, Apply.

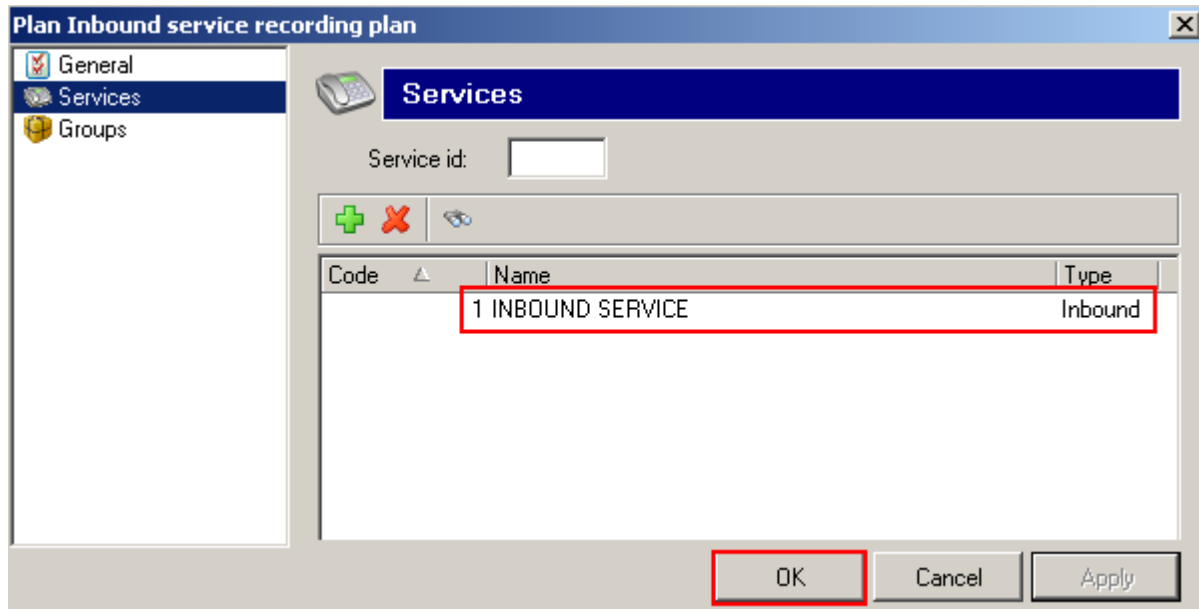
Click on **Services** in the left-hand pane, enter **1** in the **Service ID** box and click the plus icon.

The screenshot shows the 'Plan Inbound service recording plan' dialog box with the 'Services' tab selected. The left-hand pane shows 'General', 'Services', and 'Groups'. The 'Services' tab is active, showing the following fields:

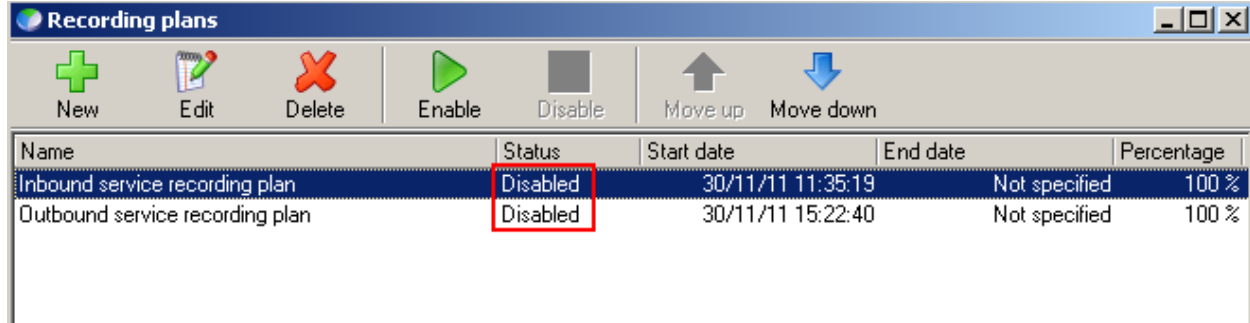
- Service id:** 1
- Buttons:** + (plus icon), X (minus icon), and a refresh icon.
- Table:** A table with columns 'Code', 'Name', and 'Type'. The table is currently empty.

Buttons at the bottom: OK, Cancel, Apply.

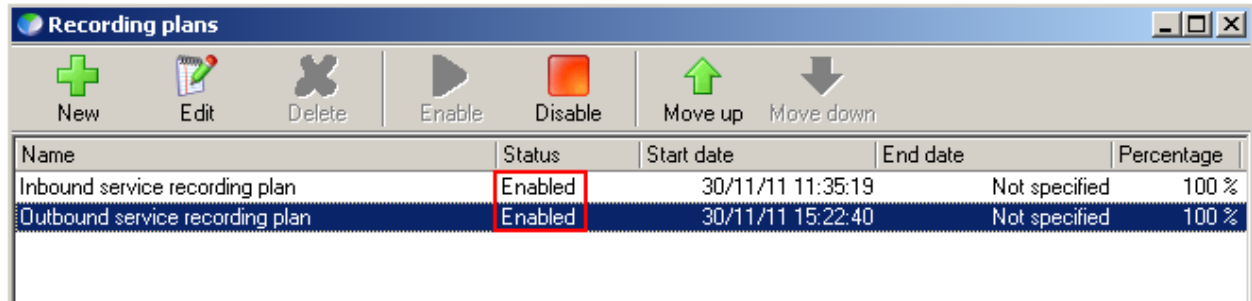
This will add the relevant configured service to the recording plan, in this case **INBOUND SERVICE**. Click **OK** when done. Repeat as necessary for additional recording plans.



The screen below will be displayed, summarizing the added recording plans. Note that the status shows **Disabled**.



Select each one in turn and click **Enable**, the status will now appear as **Enabled**.

A screenshot of a software window titled "Recording plans". The window has a toolbar with icons for "New" (green plus), "Edit" (pencil), "Delete" (X), "Enable" (play button), "Disable" (red square), "Move up" (green up arrow), and "Move down" (grey down arrow). Below the toolbar is a table with five columns: "Name", "Status", "Start date", "End date", and "Percentage". The table contains two rows: "Inbound service recording plan" and "Outbound service recording plan". Both rows have a "Status" of "Enabled", which is highlighted with a red rectangle. The "Start date" for both is "30/11/11", and the "End date" is "Not specified". The "Percentage" for both is "100 %".

Name	Status	Start date	End date	Percentage
Inbound service recording plan	Enabled	30/11/11 11:35:19	Not specified	100 %
Outbound service recording plan	Enabled	30/11/11 15:22:40	Not specified	100 %

Calls that are placed via either of these Services will be recorded according to the recording plan configured above.

7. Verification Steps

This section provides the tests that can be performed to verify correct configuration of the Avaya and Presence Technology solution.

7.1. Verify Avaya Aura® Communication Manager CTI Service State


The following steps can validate that the communication between Communication Manager and the Application Enablement Services is functioning correctly. Check the AESVCS link status with Application Enablement Services by using the command **status aesvcs cti-link**. Verify the **Service State** of the CTI link is **established**.

status aesvcs cti-link							
AE SERVICES CTI LINK STATUS							
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd	
1	4	no	devconaes611	established	18	18	

7.2. Verify TSAPI Link and DMCC

7.2.1. Verify TSAPI Link

On the Application Enablement Services Management Console verify the status of the TSAPI link by selecting **Status → Status and Control → TSAPI Service Summary** to display the **TSAPI Link Details** screen. Verify the status of the TSAPI link by checking that the **Status** is **Talking** and the **State** is **Online**.

**Application Enablement Services**
Management Console

Welcome: User craft
Last login: Thu Dec 15 19:33:46 2011 from 10.10.16.62
HostName/IP: devconaes611/10.10.16.29
Server Offer Type: TURNKEY
SW Version: r6-1-1-30-0

Status | Status and Control | TSAPI Service SummaryHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▼ Status

Alarm Viewer

▶ Logs

▼ Status and Control

■ CVLAN Service Summary

■ DLG Services Summary

■ DMCC Service Summary

■ Switch Conn Summary

■ TSAPI Service Summary

TSAPI Link Details

☐ Enable page refresh every seconds

	Link	Switch Name	Switch CTI Link ID	Status	Since	State	Switch Version	Associations	Msgs to Switch	Msgs from Switch	Msgs Period
○	1	CM521	1	Talking	Wed Dec 14 16:03:39 2011	Online	15	0	15	15	30
◉	2	CM601	1	Talking	Wed Dec 14 16:10:07 2011	Online	16	8	71	87	30

Online Offline

For service-wide information, choose one of the following:

TSAPI Service Status TLink Status User Status

7.2.2. Verify Avaya Aura® Application Enablement Services DMCC Service

The following steps are carried out on the Application Enablement Services to validate that the communication link between AES and the Presence Recording server is functioning correctly. Verify the status of the DMCC service by selecting **Status → Status and Control → DMCC Service Summary**. The **DMCC Service Summary – Session Summary** screen is displayed as shown below. It shows a connection to the Presence Recording server, IP address **10.10.16.130**. The **Application** is shown as **precserver.exe**, and the **Far-end Identifier** is given as the IP address **10.10.16.130** as expected. The **User** is shown as the user created for the CTI user for Presence Server, in this case **Presenceco**.



Application Enablement Services Management Console

Welcome: User craft
Last login: Thu Feb 9 18:22:30 2012 from 10.10.16.130
HostName/IP: devconaes611/10.10.16.29
Server Offer Type: TURNKEY
SW Version: r6-1-1-30-0

Status | Status and Control | DMCC Service Summary

Home | Help | Logout

- ▶ AE Services
- ▶ Communication Manager Interface
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▶ Security
- ▼ Status
 - Alarm Viewer
 - ▶ Logs
 - ▼ Status and Control
 - CVLAN Service Summary
 - DLG Services Summary
 - **DMCC Service Summary**
 - Switch Conn Summary
 - TSAPI Service Summary
 - ▶ User Management
 - ▶ Utilities
 - ▶ Help

DMCC Service Summary - Session Summary

☐ Enable page refresh every seconds

Session Summary [Device Summary](#)

Generated on Fri Feb 10 10:45:27 GMT 2012

Service Uptime: 10 days, 18 hours 14 minutes

Number of Active Sessions: 1

Number of Sessions Created Since Service Boot: 7

Number of Existing Devices: 3

Number of Devices Created Since Service Boot: 21

	Session ID	User	Application	Far-end Identifier	Connection Type	# of Associated Devices
<input type="checkbox"/>	B3D574CE7D7ABFCB3 3F6BE32A9D860AB-6	Presenceco	precserver.exe	10.10.16.130	XML Unencrypted	3

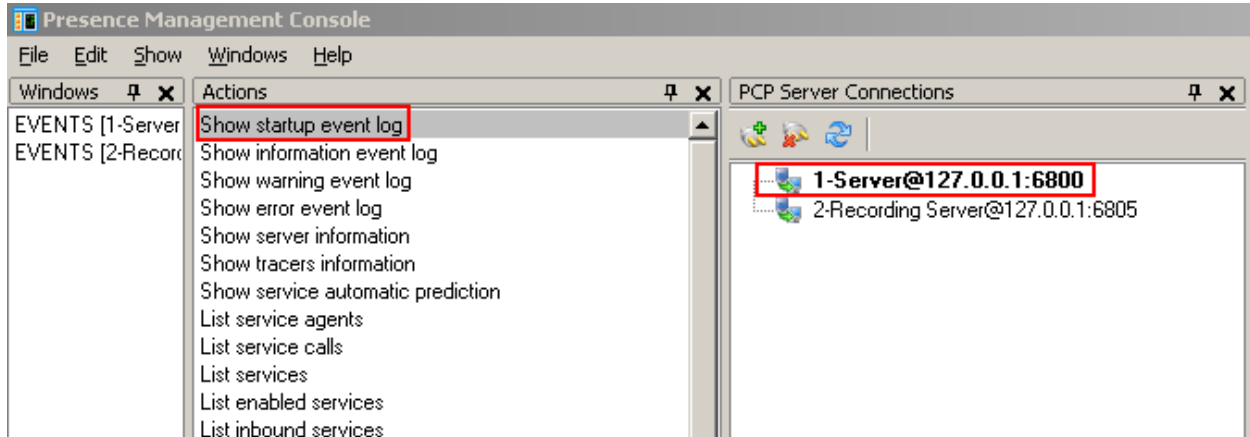
[Terminate Sessions](#)

[Show Terminated Sessions](#)

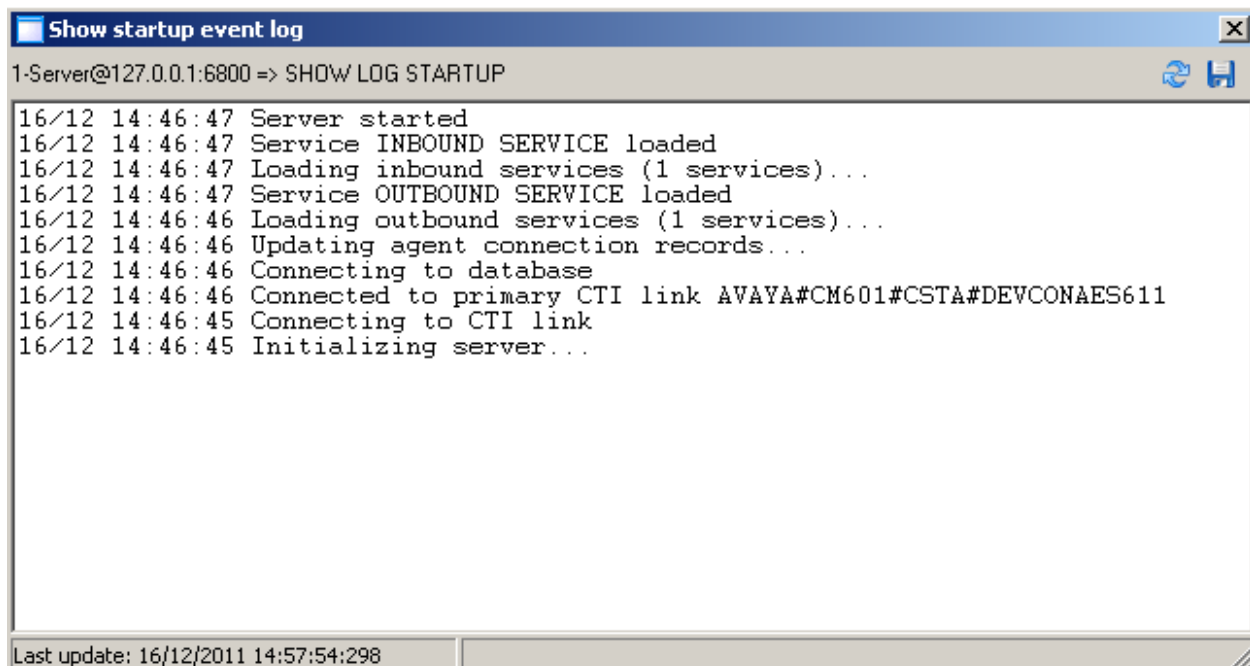
Item 1-1 of 1

7.3. Verify Presence Suite CTI Connection

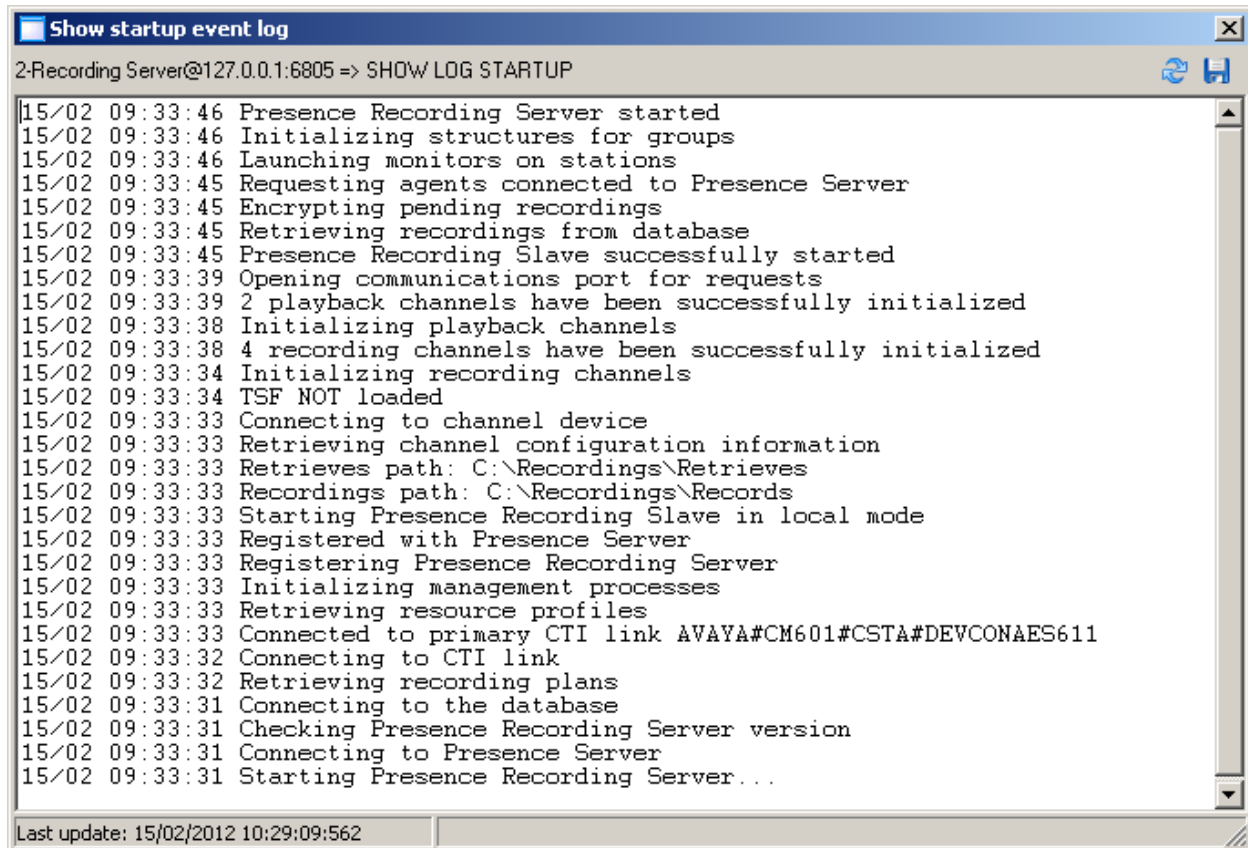
One of the available methods to confirm correct startup is a startup log which can be accessed from Presence Management Console. Navigate to **C: → Presence → pmconsole.exe**. A startup log commences when the Presence Server is trying to load and connect to the Application Enablement Services. Click on the item named **Server@127.0.0.1:6800** in the **PCP Server Connections** pane of the Management Console. To open the startup event log, double click **Show startup event log** in the **Actions** pane.



Verify successful CTI connection and service startup.



Repeat the above for the item named **Recording Server@127.0.0.1:6805**.



```
Show startup event log
2-Recording Server@127.0.0.1:6805 => SHOW LOG STARTUP

15/02 09:33:46 Presence Recording Server started
15/02 09:33:46 Initializing structures for groups
15/02 09:33:46 Launching monitors on stations
15/02 09:33:45 Requesting agents connected to Presence Server
15/02 09:33:45 Encrypting pending recordings
15/02 09:33:45 Retrieving recordings from database
15/02 09:33:45 Presence Recording Slave successfully started
15/02 09:33:39 Opening communications port for requests
15/02 09:33:39 2 playback channels have been successfully initialized
15/02 09:33:38 Initializing playback channels
15/02 09:33:38 4 recording channels have been successfully initialized
15/02 09:33:34 Initializing recording channels
15/02 09:33:34 TSF NOT loaded
15/02 09:33:33 Connecting to channel device
15/02 09:33:33 Retrieving channel configuration information
15/02 09:33:33 Retrieves path: C:\Recordings\Retrieves
15/02 09:33:33 Recordings path: C:\Recordings\Records
15/02 09:33:33 Starting Presence Recording Slave in local mode
15/02 09:33:33 Registered with Presence Server
15/02 09:33:33 Registering Presence Recording Server
15/02 09:33:33 Initializing management processes
15/02 09:33:33 Retrieving resource profiles
15/02 09:33:33 Connected to primary CTI link AVAYA#CM601#CSTA#DEVCONAES611
15/02 09:33:32 Connecting to CTI link
15/02 09:33:32 Retrieving recording plans
15/02 09:33:31 Connecting to the database
15/02 09:33:31 Checking Presence Recording Server version
15/02 09:33:31 Connecting to Presence Server
15/02 09:33:31 Starting Presence Recording Server...

Last update: 15/02/2012 10:29:09:562
```

7.4. Verify Presence Recording Capture and Playback

Using Presence Supervisor, click **Recordings** → **Play**, visually verify correct recording detail as shown below.

Presence Supervisor - [Recording playback]

File Window Help

Monitors
Outbound
Inbound
Agents
Recordings

Queries

Description ▲
From Oct-2011 to Feb-2012

Groups
Plans
Play
Reports

Folders

Folders ▲

Recordings for query From Oct-2011 to Feb-2012

Audio	ID	Qualification c...	Date	Service	Group id	Extension	Agent	Duration
	1	100	30/11/11 11:36:20	1	0	4001	201	
	2	100	30/11/11 11:36:53	1	0	4001	201	
	3	100	30/11/11 14:14:08	1	0	4001	201	
	4	100	30/11/11 14:14:37	1	0	4001	201	
	5	100	30/11/11 14:46:04	1	0	4001	201	
	6	100	30/11/11 15:13:37	1	0	4001	201	
	7	100	30/11/11 15:14:57	1	0	4002	202	
	8	7	30/11/11 15:21:14	1	0	4001	201	
	9	0	30/11/11 15:25:45	1	1	4000	0	
	10	100	30/11/11 15:29:00	1	0	4001	201	
	11	100	30/11/11 15:29:26	1	0	4001	201	
	12	100	30/11/11 15:29:26	1	0	4002	202	
	13	100	30/11/11 15:41:07	1	0	4001	201	
	14	100	30/11/11 15:41:41	1	0	4002	202	
	15	100	30/11/11 15:41:41	1	0	4001	201	
	16	100	30/11/11 15:43:50	1	0	4001	201	
	17	100	30/11/11 15:44:13	1	0	4002	202	
	18	100	30/11/11 15:45:19	1	0	4001	201	
	19	100	30/11/11 15:46:11	1	0	4001	201	
	20	100	30/11/11 15:50:46	1	0	4001	201	
	21	100	30/11/11 15:53:59	1	0	4001	201	

No. of recordings: 71 Current pos.: 12 Last update: 15/02/2012 09:37:45

Related recordings

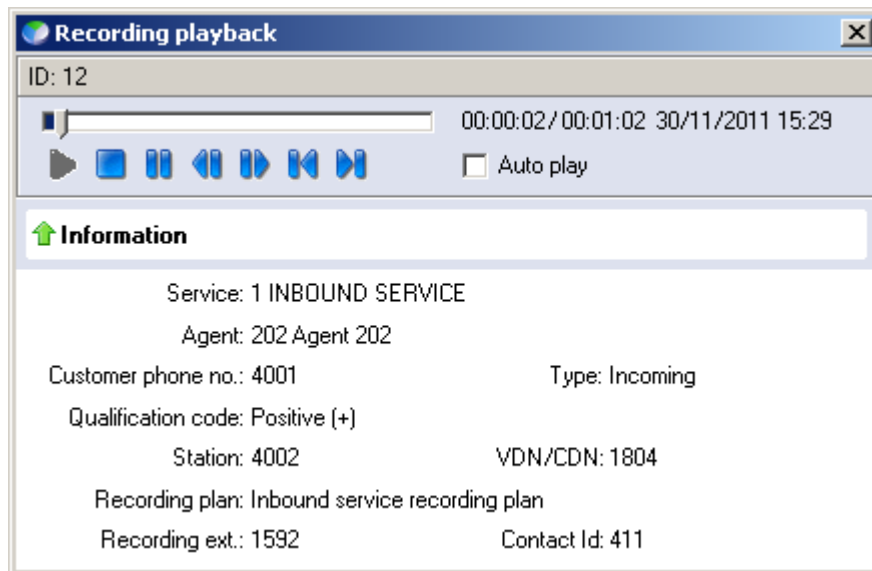
Audio	ID	Qualification c...	Date	Service	Group id	Extension	Agent	Duration
	10	100	30/11/11 15:29:00	1	0	4001	201	
	12	100	30/11/11 15:29:26	1	0	4002	202	

Server: PRESENCE SERVER

Double click on the recording to be played, the pop up shown below will be displayed with the prompt to dial a playback extension,



Dial the number shown and manually confirm accurate, clear and audible call recording playback. The screen below will be displayed allowing playback control.



8. Conclusion

These Application Notes describe the configuration steps required for Presence Technology Presence Recording to successfully interoperate with Avaya Aura® Communication Manager R6.0.1 using Avaya Aura® Application Enablement Services R6.1.1. All feature functionality and serviceability test cases were completed successfully with observations noted in **Section 2.2**.

9. Additional References

This section references the Avaya and Presence Technology Presence Suite product documentation that are relevant to these Application Notes.

Product documentation for Avaya products may be found at <http://support.avaya.com>.

- [1] Application Notes for Presence Technology Presence Suite R9.0 with Avaya Aura® Communication Manager R6.0.1 and Avaya Aura® Application Enablement Services R6.1.1 - <http://devconnect.avaya.com/public/download/dyn/Pres9AES611.pdf>

The following documentation is available on request from Presence: <http://www.presenceco.com>

- [2] Presence Administrator Manual Presence Suite, V9
[3] Presence Installation Guides Presence Software, V9
[4] PBX/ACD Requirements Presence Software, V9

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